

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

January 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Federal Program/Equipment	1
AmeriMex Communications Corp. Total				1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	5
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	High Bill	7
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Billing	Payment Error	2
		Lifeline	LLB Application Request	9
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnection Non Payment	1
		Service	Outage	22
Service	Refusal To Serve	2		
AT&T California Total				68
CLC5002, IEC5002	AT&T Corp.	Billing	High Bill	1
AT&T Corp. Total				1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Bill Not Received	1
		Billing	High Bill	6
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Number Portability - Wireless or Landline	1
AT&T Mobility Total				25
CLC7118, CLR7118, IER7118	Birch Communications	Billing	Other Charges	1
		Service	Number Portability - Wireless or Landline	1
Birch Communications Total				2
CLC6764, CLC7222	Blue Casa Telephone, LLC; Telscape Communications	Lifeline	LLB Application Request	1
Blue Casa Telephone, LLC; Telscape Communications Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC6955, CLR6955, IEC6955	Bright House Networks Information Services (California), LLC	Billing	High Bill	1
Bright House Networks Information Services (California), LLC Total				1
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Slamming	1
CenturyLink Total				1
CLC6878, CLR6878, IEC6878	Charter	Billing	Bundled Services	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Service	Outage	1
Charter Total				4
CLC5698, IEC5698	Comcast Digital Phone	Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	2
Comcast Digital Phone Total				5
CLC1015, LEC1015	Consolidated Communications CA	Lifeline	LLB Application Request	1
Consolidated Communications CA Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	2
Cox; Cox Communications; Cox Business Total				5
CLR5233, IEC5233	CREDO; Working Assests Long Distance	Billing	Other Charges	1
CREDO; Working Assests Long Distance Total				1
CLC6735, IEC6735	DMR Communications, Inc.	Service	Call Quality	1
DMR Communications, Inc. Total				1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	5
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	13
		Billing	Other Charges	17
		Billing	Payment Error	1
		Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	7
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	10
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	16
Frontier California, Inc. Total				82
LEC1026	Frontier Communications of the Southwest, Inc.	Billing	High Bill	1
		Service	Number Portability - Wireless or Landline	1
Frontier Communications of the Southwest, Inc. Total				2
CER4423	Global Connection Inc. of America	Lifeline	LLB Federal Program/Equipment	1
Global Connection Inc. of America Total				1
CLC6842, IEC6842	Granite Telecommunications, LLC	Billing	Other Charges	1
Granite Telecommunications, LLC Total				1
CER4381	Greatcall, Inc.	Billing	High Bill	1
Greatcall, Inc. Total				1
CER4485	H2O Wireless; H2O Bolt; Envie; Easy Go	Service	Dead Zones/Dropped Calls	1
H2O Wireless; H2O Bolt; Envie; Easy Go Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
Life Wireless Total				1
CEC3079	MetroPCS	Service	Disconnection Non Payment	1
MetroPCS Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	1
		Service	Delayed Orders/Missed Appointments	1
Preferred Long Distance, Inc. Total				2
IER6888	Securus Technologies, Inc.	Billing	Disputed Customer of Record	1
Securus Technologies, Inc. Total				1
LEC1016	Sierra Telephone Company, Inc.	Service	Outage	1
Sierra Telephone Company, Inc. Total				1
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Outage	1
Sonic Telecom, LLC Total				1
CLC7005, CLR7055, IER7055	Southern California Telephone Company	Service	Outage	1
Southern California Telephone Company Total				1
CER4522	Spectrum Mobile, LLC	Policy and Practices	Abusive Marketing	1
Spectrum Mobile, LLC Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	High Bill	3
		Billing	Other Charges	2
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	3
		Service	Dead Zones/Dropped Calls	2
		Service	Delayed Orders/Missed Appointments	2
Sprint; Sprint PCS Total				13
CLC6996, IEC6996	Suddenlink Communications	Service	Outage	1
Suddenlink Communications Total				1
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	1
Surelink Mobile; TruConnect Total				2
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
Tag Mobile, LLC Total				1
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	1
TC Telephone, LLC; Horizon Cellular Total				1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
Telepacific Communications Total				1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Cramming	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
Time Warner Cable Total				7

Utility Code	Utility Name	Category	Subcategory	Count
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Policy and Practices	Abusive Marketing	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				2
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel				11
CLC5807	Utility Telephone	Service	Delayed Orders/Missed Appointments	1
Utility Telephone Total				1
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Application Request	1
Verizon Access Transmission Services Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	2
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	5
		Billing	Other Charges	4
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
		Service	Disconnection Non Payment	1
Verizon Wireless Total				16
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	4
		Lifeline	LLB Federal Program/Equipment	9
Virgin Mobile; Assurance Wireless Total				17
DVS1135	Vonage America, Inc.	Billing	Cramming	1
Vonage America, Inc. Total				1
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
XO Communications Services Total				1
Grand Total				291

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.